



Agenda

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HUMAN SERVICES COMMITTEE MEETING

Tuesday, October 18, 2016

Market Station

Conference Room

500 Market Station

2:00 p.m. - 4:00 p.m.

1. Call to Order
2. Approval of Agenda
3. Approval of Minutes: June 14, 2016
4. New Business/Action Items:
 - a. Discussion of data points for Strategic Planning Retreat
5. Old Business
 - a. Update on the Health and Human Service Ordinance
 - b. Update from the Strategic Planning Retreat
6. Comments from the Chair and Committee Members
7. Report from Staff
 - a. Site Visits
 - b. Final Report
8. Matters from the Floor
9. Adjournment

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CITY OF SANTA FE
HUMAN SERVICES COMMITTEE
MEETING

October 18, 2016

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MINUTES OF THE
CITY OF SANTA FE
HUMAN SERVICES COMMITTEE
MEETING
Santa Fe, New Mexico

October 18, 2016

A meeting of the City of Santa Fe Human Services Committee was called to order by Chris Sanchez at 2:03 p.m. at Market Station Offices, 500 Market Street, Suite 200, Caboose Conference Room, Santa Fe, New Mexico.

Roll Call indicated the presence of a quorum as follows:

MEMBERS PRESENT:

Marizza Montoya-Gansel, Chair
Kristin Carmichael
Anthony Romero
Brian Serna

MEMBER(S) ABSENT:

Rachel O'Connor, resigned
Jeremy Perea, excused
1 vacancy

STAFF PRESENT:

Chris L. Sanchez, Youth and Family Services Division Director
Julie Sanchez, Youth and Family Services Division Program Manager

OTHERS PRESENT

Patricia Boies, Santa Fe County, Health Services Division Director

Mr. Sanchez noted that Rachel O'Connor resigned and Patricia Boies is interested in filling her vacancy on the Committee.

APPROVAL OF AGENDA

Mr. Serna moved to amend the agenda to add discussion and vote on whether Patricia Boies will be accepted to serve on the Committee, replacing Rachel O'Connor. Ms. Carmichael seconded the motion. The motion passed unanimously by voice vote. This was added under New Business, Item b.

Mr. Serna moved to approve the agenda as amended. Mr. Romero seconded the motion. The motion passed unanimously by voice vote.

APPROVAL OF MINUTES: June 14, 2016

Approval of the Minutes of the June 14, 2016 meeting was postponed until the next meeting because the Committee Members did not receive them prior to the meeting.

NEW BUSINESS/ACTION ITEMS:

a. Discussion of data points for Strategic Planning Retreat

Mr. Sanchez said they had an incredible Retreat and a lot of great information was put out and the goal is to try and recapture the information that was put out.

Mr. Sanchez said it seems to him that the outcomes and the indicators that the Committee is going to present exactly ties into was being presented during the Strategic Planning session. He said the goal today is for the Committee to edit, modify and adopt these outcomes and indicators and these will be the marching orders for the next year or two. With this, comes a couple of things: The Committee talked about an electronic RFP process and they are already working on that. There was also discussion about creating a strategic plan that could be posted on the website – so that there is a very clear outline of what the Human Services Committee is; what the Children and Youth Commission is doing; and what the City is doing, as a whole.

Mr. Sanchez noted that one of the things that the Mayor talked about during the opening of the Strategic Planning session was his will to bring together the Children and Youth Commission, the Human Services Committee and the Regional Juvenile Justice Board to work collectively together. He tasked them to look at how this would be done – for example: Will it be done by way of quarterly meetings?

Mr. Sanchez said more importantly, Mayor Gonzales wanted to thank everybody for all the work they are doing, for the time they volunteer and for their assistance in administering the Human Services Fund.

Mr. Sanchez mentioned that Councilors Villarreal and Dominguez attended the Strategic Planning session.

He said Councilor Villarreal was also thankful for all the work that is being done and for the presentations.

Mr. Sanchez said the Committee has talked about the continuum of what other funders in the community are doing, and how can the Committee align with what they are doing, so that there is a collective impact.

Mr. Sanchez turned the meeting over to Ms. Carmichael.

Ms. Carmichael noted that CHRISTUS St. Vincent Hospital (CSV) completes a Community Health Needs Assessment every three years. They also complete a Community Health Implementation Plan. Copies of the Community Health Needs Assessment were

distributed to the Committee Members.

Ms. Carmichael said the data in the Community Health Needs Assessment is the most up-to-date data on the critical health issues facing our community. However, it's not just physical health, this also takes into account the "social-determinants of health", which could be homelessness, domestic violence, or addiction.

Ms. Carmichael noted that CSV also went into the community to try and get the voice of the community around what they see as the biggest issues.

She said three years ago, CSV produced the first Community Health Needs Assessment in collaboration with the County and it had a very long list of different health concerns from the community. She said this time around, they tried to evolve the document to prioritize some health needs over others and hopefully they can, as a community, come together and agree that these are the things that we care about and these are what we are going to turn the data curve on together.

Ms. Carmichael mentioned that they look at health indicators along a life span. They start with maternal health and end with seniors. She said there are three indicators that came from the community that they look at to judge how we are doing as a community. She said in the final columns, you can see how we are doing on those things, as compared to the State and compared to the nation.

She said, as an organization, CSV looked at this information, took into account the data and the voice of the community and they prioritized three big health priorities for the next three years. The three big health priorities are: adult behavioral health, inclusive of addiction; violence in the home, which ranges from child abuse to domestic violence to abuse of seniors; and senior care. For each of the three priorities, CSV will be looking at three indicators (per priority) and try to turn the data curve in partnership with the community. To accomplish that, they will work with the City and the County to find out where there is overlap in the priorities and what they can do together to make a greater impact.

Ms. Carmichael indicated that CSV also has community benefit funding and they fund about \$1.2 million into the community every year – to local non-profits. She said they will be kind of "re-orienting" that money to make sure that its going towards these new three priorities.

Ms. Carmichael said this group also should think about what is the criteria and the things they care about, and where do we see the City doing its work, because this will help shape what the Committee wants to do and narrow things down.

Ms. Carmichael continued to review the Community Health Needs Assessment noting that the State tends to do better in the area of chronic disease. We compared favorably in the area of chronic disease, possibly due to the fact that we have better eating habits and do more exercise than what is nationally average. She said we struggle "mightily" in the area of adult behavioral health and addiction. We have double the rates of suicide and alcohol-related deaths in Santa Fe County, when compared to the national

rates. She said in the area of seniors, there is less things happening – there are no meetings held in the community to coordinate things for seniors or to discuss senior activities and senior care. CSV wants to be involved in creating activity around senior care.

Ms. Carmichael said the reason they picked violence in the home is because violence came up as an indicator for children, women and seniors and is something that we are doing worst in the State and in the nation.

She said this document has all the needs in the community but she does not have the Community Health Implementation Plan and this is where they talk about what they are going to do about these issues, and they list strategies where they would like to work with the community to make a change.

Ms. Boies said, as Ms. Carmichael said, the County and CSV jointly did the last Community Health Needs Assessment and Santa Fe County did a Health Action Plan, which is still ongoing. She said the County has six priorities in their Health Action Plan and it is interesting to see that the priorities are all reflective of these.

Ms. Boies noted that they are presently talking with CSV about doing some work collaboratively for seniors, post-discharge. She mentioned that the County Division of Senior Services recently completed the first Senior Services Strategic Plan and it was presented to the Board of County Commissioners. This was the first Strategic Plan that has been done for seniors.

Ms. Boies said as they were working on the Senior Services Strategic Plan, they saw how much need there is for more case management and for more help within the home. She said the County is gearing up to do more in the arena of senior services.

Ms. Carmichael said she could see the Committee come up with kind of the same similar theory of change, like a statement about what the Human Services Committee is about and list a couple of values that the Committee can put forth.

Mr. Sanchez asked if there were any questions.

Mr. Serna said what strikes him the most of this book so far is that it talks about the effect of drugs, hospitalizations and substance abuse. He said if you look at the numbers, it's not just young people. In fact, the highest age group is 51-60.

Mr. Sanchez said the City asked New Mexico Appleseed to also take a look at hunger and poverty in the community. New Mexico Appleseed is a nonpartisan, non-profit organization focused on improving the lives of the poor and underserved through systemic change. New Mexico Appleseed is part of a nationwide effort to address the root causes of poverty. New Mexico Appleseed works on the systemic level to design, test, and implement practical solutions to difficult issues. While many organizations serve meals, educate children, and assist the poor, New Mexico Appleseed is unique in its focus on systemic change (as opposed to direct service). Their method strives to correct structural barriers to opportunity by designing and advocating for effective solutions through policy, legislative, and market-based reform.

Mr. Sanchez spoke about food insecurities in our community and reviewed some statistics for the various populations, to include childhood food insecurities.

Mr. Sanchez distributed copies of the Ordinance to the Committee Members. He said it would be good for the Committee to design a mission or vision on what the Human Services Committee is about and what the focus will be. He suggested that the Committee think about doing this at the next meeting. This will give the Committee a framework to build from.

Mr. Sanchez reviewed the language in the proposed Health and Human Services Funding Ordinance. He said the *“Health and Human Services Fund will provide and maintain a safety net of services to help meet the essential health and human service needs of the residents of Santa Fe, to include improving access to primary health care basic material goods, services, food and shelter, mental health counseling and related crisis services. The Fund shall be used to support community programs that align with agencies’ programs and service outcomes to the priority outcomes identified by the Human Services Committee, but not limited to, adult health and behavioral health; community safety; social justice and quality of life. The priority outcomes will be maintained, updated and revised during the annual strategic planning session and in accordance with local, state and national best practice standards and data-driven outcomes. All requests for the use of the Human Services funds shall be reviewed by the Committee and recommendations be made to the Governing Body based upon those services.”*

Mr. Sanchez said he and Julie Sanchez tried to pull everything together and align the work that CSV, the City and the County has done, the priorities, etc. They looked at four categories: Adult and Behavioral Health – they thought it would be important to separate these so that there is a concentration on both specific areas of health; community safety and community opportunities. He explained that these will serve as a framework for what the Human Services funding will be used for. They also into the Children and Youth Commission outcomes and indicators as well.

Chris Sanchez said he and Julie Sanchez agree that they need to put a huge emphasis on the behavioral side because there are kinds of behavioral issues that are popping up nationwide. In looking at that, you have issues like suicide, depression, post-traumatic stress syndrome rates, substance abuse rates, and the percentage of adults who are incarcerated with behavioral health needs. The outcome they would look for in the behavioral health category is community members access to a wraparound support system that increases mental and emotional well-being.

Mr. Sanchez asked the Committee Members if they had any thoughts.

Ms. Carmichael said the indicators that they were tracking here was suicide rates and deaths attributed to alcohol and deaths.

Mr. Serna said his reaction to this is – for an indicator, suicide is the only one that makes sense because you can’t expect to reduce the incident rates of some disorders, such as depression and PTSD. He said depression and anxiety are the most commonly diagnosed

health disorders but one indicator could be the reduction of PTSD and depression symptoms and this is easy to measure. He said if you're successful in reducing symptoms of PTSD and depression, you'll see a reduction in the indicator of suicide rates.

Ms. Carmichael said the organizations who apply for Human Services funding would have to show how they are reducing symptoms.

Ms. Boies noted that half of the County's priorities evolve around behavioral health and the County is taking on a couple of new initiatives and she wants people to be aware of them. She appreciates the discussion of wraparound as an outcome because that will be a big focus for the County over the next several years.

Ms. Boies mentioned that one of the bond questions for the November 8th ballot is for a community health facility and behavioral health crisis triage facility. She said they held a Behavioral Health Summit in May where members came from throughout the County and one of the priorities that emerged was the need for a place where people could go when they are in crisis. This place could help them be assessed and stabilized - and be connected to the right services to help them once they are stabilized.

Ms. Boies said they are in the process of putting together a business plan for how this would operate; what it would cost to operate and maintain the facility. They hope to have the completed plan in the next couple of months. They feel that this would be a collaborative effort because it would serve many people.

Mr. Sanchez said the next indicator they thought about was community safety. In following what the Ordinance says: *"The reduction in hate crimes; the reduction of domestic violence and sexual assault cases; the percentage of abuse and neglect for vulnerable adults..."*

Ms. Carmichael said she would say, instead of domestic violence and sexual assault cases, use the word "rates" instead of cases. She noted that the hospital tracks who comes in with domestic violence injuries and we could try to reduce that.

Ms. Boies said when talking about indicators, the ease of measuring and the ability to track them, is crucial.

Ms. Carmichael said she doesn't know how they are going to find a number to attach to this indicator using the language "vulnerable adults". She suggested making this a 60 and over measure because you could put a number on that.

Ms. Sanchez said the other idea was to also capture people who might have disabilities because they wanted it to be all inclusive.

Ms. Carmichael asked where would they get that number.

Ms. Sanchez said the State.

Mr. Sanchez said there are some measurements that CYFD was not doing and this

gives them an opportunity to explore this, and to start doing this.

Ms. Montoya-Gansel said she thinks the State Commission on Disabilities tracks this.

Mr. Sanchez said maybe they could bring them in to help.

Mr. Sanchez recommended that they put a little caption on the bottom of the page that would describe what a “vulnerable adult” is. He said the outcome is that community members are safe, stabilized and security housed.

Ms. Carmichael said they do not have an indicator here about housing in here.

Mr. Sanchez said they have a housing component at the City and the goal is to make sure there are emergency shelters in place for those that need it.

Ms. Carmichael said she would like to see an increase in housing units available in the City and the County. She would like to see some kind of measure around the capacity of housing.

Mr. Sanchez asked what is the goal with the homeless population.

Ms. Boies said to house them.

Mr. Sanchez asked how do you measure this.

Ms. Carmichael said the Interfaith Community Shelter can provide the numbers when people transition into housing but it doesn’t address the capacity issue.

Ms. Montoya-Gansel said it could be beyond the Committee’s purview to take on capacity because that is an economic development issue. It’s about whose paying for houses and whose building affordable housing.

Ms. Sanchez said they will do the homeless rate and take out the increase of people accessing the emergency shelter.

He said the next indicator: Community Opportunities is a little different. There was discussion about the population between 18 and 24 years of age that are disconnected and contributing to the poverty issues that we have in the community. This indicator also ties directly with the Children and Youth Commission – the Workforce development piece that is happening with the Children’s Cabinet.

Mr. Sanchez said if the Human Services Committee can touch these four specific areas, they can make some kind of an impact in the community. Plus, it opens the door for collective impact work because there is already people working in and around these areas.

Ms. Carmichael said she thinks the Committee is tasked with coming up with some criteria is important because the Committee could get such a variety of applications and it

would be hard to weigh them because this is so broad.

Mr. Sanchez said getting the data consultant on board and having the consultant go into these organizations like he has done with the Children and Youth Commission is important also. He explained that the Data Consultant goes into the organizations and provides a full-scale assessment of the program and based upon this assessment of the program, the Consultant identifies outcomes and indicators that they are currently using - that align with the Human Services' outcomes and indicators - that they can measure. This provides a good framework for the organization to measure their effectiveness and to report to the City on the investment of their funding/monies in terms of the impact that they are making. Most importantly, it sets up the organization to be able to access additional funds because they are measuring their effectiveness.

Ms. Boies asked if the City has a contract now with the Data Consultant.

Mr. Sanchez said yes.

Ms. Carmichael asked if there was a way to get the Data Consultant to track the data baseline for last year.

Ms. Sanchez said yes, they talked about that too.

Mr. Serna made a motion that the Committee adopt this framework for the indicators moving forward with the changes. Mr. Romero seconded the motion. The motion passed unanimously by voice vote.

b. Vote on Patricia Boies, as new Committee Member

Mr. Serna said it would be good to have the County on board.

Chair Montoya-Gansel said in the past the Committee had the former Health and Human Services Director on board and this helped a lot. She said Ms. Boies would be a valuable asset for the Committee.

Chair Montoya-Gansel asked for a motion to approve Patricia Boies as a new member of the Committee.

Mr. Serna moved to recommend Patricia Boies as a new member of the Committee. Ms. Carmichael seconded the motion. The motion passed unanimously by voice vote. The recommendation will go to City Council for approval.

Mr. Sanchez noted that there is one more vacancy on the Committee and suggested that the Committee Members think of possible names of candidates.

OLD BUSINESS

a. Update on Health and Human Service Ordinance

This agenda item was discussed above.

b. Update from the Strategic Planning Retreat

This agenda item was also discussed above.

COMMENTS FROM THE CHAIR AND COMMITTEE MEMBER

There were no comments from the Chair or Committee Members.

REPORT FROM STAFF

a. Site Visits

Ms. Sanchez reported that they conducted two site visits: Interfaith Women Shelter and they met with Joe and two of his Board of Directors and the Case Worker/Security and they had a great meeting. They were able to see the 26 women who were accessing the Shelter and the majority were 40 years of age or older.

Mr. Sanchez said the greatest thing they heard was the fact that they were able to leverage the Human Services funding that was allocated to them and received \$108,000 in additional funding.

Mr. Sanchez mentioned that the Mayor has approached the New Mexico Community Foundation Director who ran the Albuquerque Homeless Shelter for years. The Mayor has asked him to help convene everybody and talk about the strategies that will work for the homeless population.

Ms. Sanchez said the other site visit was to La Familia Medical Center and observed their diabetes program and they met with some of their diabetes case workers. They have bilingual case workers who are doing a lot of education, prevention and intervention on diabetes in the community.

Mr. Sanchez said they are doing some remarkable work there.

Ms. Sanchez said as far as upcoming site visits, they are still working on the schedule for these. They do 1-2 site visits per month because there are only 14 grantees.

Mr. Sanchez encouraged the Committee Members to attend the site visits when possible.

Ms. Carmichael asked if staff could send out the dates of the site visits to the Committee Members and Ms. Sanchez said yes, she can do that.

b. Final Report

Mr. Sanchez said they would like to publish a final end-of-the year report that shows the amount of funding that was allocated and the services that were funded. He said this would help when the Committee makes a presentation to the Governing Body. Ms. Sanchez noted that the Request for Proposals went out and it closes on November 2nd. She offered to send it out to the Committee Members.

MATTERS FROM THE FLOOR

There were no matters from the floor.

ADJOURNMENT

There being no further business to discuss, Mr. Romero moved to adjourn, second by Mr. Serna, the meeting adjourned at 3:30 p.m.

Marizza Montoya-Gansel, Chair

Respectively submitted by:


Jo Ann G. Valdez, Stenographer